

# KEYNOTER

Boise State University Association of Office Professionals – BSUAOP

## PRESIDENT'S MESSAGE

Past, Present and Future

Thinking about the theme that I had chosen for this year and what I had set out to accomplish was a bit disappointing. My plan was to honor those that came before us and reach out to those that we hoped will follow through when we are gone and carry forward our goals. Hmm. I'm not sure that happened to any great degree. Life seemed to get in the way and I didn't have the time and energy that I had counted on to accomplish what I had hoped.



It was a bit like writing a year-end review. When looking to the **past** you can feel guilt, remorse and self-disappointment for all that you did not accomplish. When you are living in the **future** you can feel anxious and uncertain.

The good news?

None of these exist in the **present** moment and we can all enjoy the fruits of this past year. I made many new friends and reconnected with old ones, shared a ton of laughter and cried a few tears. This past year we initiated a process to welcome new office professionals to campus and invite them to join us. I believe that this will help get the word out to folks that our organization exists.

We celebrated Women's History Month with a Performance of "Off the Record: Untold Stories of Women, Science and Technology", learned how to implement exercise into our daily routine at work with Fitness fun at your workstation! We also learned to identify Alcohol and Drug Culture on Campus and raised money for scholarships and the Idaho Foodbank with the holiday auction.

I've heard that organizations like the Association of Office Professionals are old fashioned but nothing could be further from the truth. Reaching out to help others is never old fashioned and really that is what AOP is all about. Meeting with office professionals on campus, sharing tips and supporting each other is what we do.

It's what was done in the past, what we do in the present and what others will do in the future.

What will you do with your present and future?

Respectfully,  
Rene' Delaney

### MAY 2013

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2012/2013**

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# 2012 ANNUAL NAEOP CONFERENCE/INSTITUTE

## *"West Coast Swings"*

July 9-13, 2012



Rene' Delaney and Suzan Raney attended "Stressed is Desserts Spelled Backwards...so Stress for Success!" Debbie Wade, CEOE, was the instructor.



We learned how to manage stress to be able to enjoy the "sweet" taste of success and the desserts we so richly deserve!



Debbie Wade helped Suzan and Rene' identify stresses that are mixed into our lives.



The Idaho delegation that attended the conference in July. Lois Santillanes, Kathy Morris (IAEOP president), Sue Belliston, Debbie Zarkos, Rene' Delaney and Suzan Raney.

The National Association of Educational Office Professional (NAEOP) Annual Conference was held July 9-13, 2012 in Costa Mesa, California. The theme was "West Coast Swings".

Attendees are treated to various briefings and institutes including: Living with an Attitude – Discover the Four Pillars of Success, and Communication and Trust in a Time of Its Absence

There were vendor exhibits, special projects, and wonderful and inspiring keynote speakers. This year, the keynote speakers included Mac MacDonald—The Human Factor in a Technological Society, Brett Eastburn—No Boundaries, No legs, No Handicaps and Fuschia Ward—Seeds Planted on the Mission.

The conference is always inspiring and educational.

**BSUAOP  
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REPRESENTATIVES  
2012/2013**

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**S-Z:**

Vacant

**Mentor Program**

Starting a new job is always mindboggling, but wouldn't it have been nice if when you started working at Boise State someone had taken you under their wing and showed you around, and given you tips on where to go for supplies, printing and changes in phone service?

AOP is beginning a new mentor program for new office professionals. Our member representatives will send welcome letters and offers of mentorship to new office support staff as they are hired to work at Boise State.

Let your member rep know of any new employees. Stay tuned to hear more about this exciting new project.

**Professional Development Day, October 2012**

BSUAOP's Annual Professional Development Day offered two half-day workshops that focused on identifying aspects of the youth and adult alcohol and drug culture. "You Can't Stop What You Don't Know!!! Boozing, Doping, Smoking, Clothing and Synthetics", by Officer Jermaine Galloway tested participants' knowledge on the current alcohol and drug culture.

The event was held on Oct. 9, and offered two opportunities to learn from Officer Galloway - identical morning and afternoon sessions - with a buffet lunch for participants in either session.

Preventing alcohol and drug abuse can be difficult if the community doesn't understand what it is dealing with. During the past year, new clothing, drugs, alcoholic drinks, music, and concealment methods have come to local communities. Along with these new trends, new "neighborhood drug-promoting stores" have also become more popular. Knowledge is power. By knowing the local establishments and what a certain logo truly stands for, communities can be ahead in the fight against drug abuse!

The class provided over 100 visual aids, along with photos, videos and detailed descriptions of the different items and trends.

There were 40 attendees and the reviews were outstanding.



I attended the BSUAOP professional development day in October of 2012 entitled "You Can't Stop What You Don't Know!!! Boozing, Doping, Smoking, Clothing and Synthetics" by Officer Jermaine Galloway. This informational presentation was of great benefit to me. I learned many things about the modern day drug and alcohol culture that I had no idea even existed. I never realized that some logos, song lyrics, t-shirt designs and slogans had been tailored to represent drugs or alcohol. Attending this professional development day really opened my eyes to the drug and alcohol scene that seems to be present at most universities. After the session, I applied my new found knowledge and began to recognize some of the references to drugs and alcohol around me. I believe that everyone should attend this session so that we can all start to recognize the signs of drug and alcohol abuse. By applying our knowledge we can then prevent the use of drugs and alcohol and strive to keep the university experience safe, drug free and healthy for all.

**Jennie B. Bracewell**

Administrative Assistant

College of Social Sciences and Public Affairs

**STANDING  
COMMITTEES  
2012/2013**

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**HISTORIAN**

Vacant

**LIBRARIAN**

Vacant

# BSUAOP Bosses' Breakfast

Friday, May 3rd 7:30-9:00 a.m.  
Jordan Ballroom



*Show your supervisor(s) you appreciate them by  
treating them to breakfast!!*

7:30 BREAKFAST: Fluffy Scrambled Eggs with Cheese,  
Bacon, Country Style Potatoes, Mini Danishes.

7:45 Welcome—Rene' DeLaney, President of BSUAOP

8:00 American Idol...Bronco Style!!

Join us for a fun-filled event starring  
Andy Giacomazzi as Ryan Seacrest, Ed Baker as Simon  
Cowell, Heidi Reeder as Nicki Minaj, & Nicole Bandas as  
Mariah Carey...Plus 5 Boise State Administrators belt out  
their favorites from the 1980s!  
See what happens and who wins, live on the  
Bosses' Breakfast stage!

**BSUAOP BOSSES' BREAKFAST  
REGISTRATION FORM**

Name: \_\_\_\_\_ Position: \_\_\_\_\_

BSU Office: \_\_\_\_\_ Office Phone: \_\_\_\_\_

Office Location (Bldg/Room/MS): \_\_\_\_\_

Guest Name: \_\_\_\_\_

Guest Name: \_\_\_\_\_

Number of Reservations: \_\_\_\_\_ x \$9.00 = TOTAL \$ \_\_\_\_\_

*Reservations for seating cannot be made through registration. Please arrive early to reserve a table for yourself or a colleague.*

Check Enclosed: ☐ Check number: \_\_\_\_\_ (payable to BSUAOP)

Credit Card: Visa ☐ MasterCard ☐ Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

BSU P-Cards will not be accepted for payment. We cannot accept IDC payments for this event.

Return registration by Tuesday, APRIL 30 with payment to:

Sue Antonich, Treasurer, BSUAOP, Radiologic Sciences  
208-426-1996 \* fax 208-426-4459 \* MS #1843

*Show your supervisor(s) you appreciate them!*



## **Procrastination:**

### **Eat That Frog!**

February

#### BSUAOP Brown Bag

Mark Twain once said:

“Eat a live frog first thing in the morning and nothing worse will happen to you the rest of the day.”

On Tuesday, February 12<sup>th</sup>, Denise Stringer, Training Specialist for Human Resource Services – Learning and Development, taught attendees how to eat that frog with her one-hour workshop on procrastination. She provided some helpful time-management tips to stop procrastinating and how get more of the important tasks done.

## **BSUAOP MEMBERSHIP**

BSUAOP has a small, but passionate membership base. This year our membership is down with only 31 members, 16 of whom are new members and seven honorary members, including the president of the university and several emeritus staff.

You can join any time! The majority of our members joins or renews their membership in October when they register for Professional Development Day, as the \$12 annual dues can be paid with the registration fee for the annual event. However, office professionals can pay the annual dues and join or renew at any time during the year, continuing their membership to the following October when the next Professional Development Day registration begins.

The executive board discusses at every meeting ways to increase membership and participation at BSUAOP events. One new initiative we implemented is developing a mentorship program for new employees to Boise State. Area representatives are mailing welcome packets to new office professionals, welcoming them to the university, introducing them to BSUAOP, and explaining the differences among ACE, Professional Staff Association, and BSUAOP. Inside these packets, we highlight upcoming events and include a membership application form and the BSUAOP brochure. The most unique part of this initiative is that each area representative is offering herself as a mentor and resource for the new employees in her area. Our hope is that this will create new friendships and a desire in the new employee to be part of the BSUAOP team of professionals who have the best interest of Boise State as a whole as their top priority.

The BSUAOP Board is constantly striving to keep our organization pertinent and engaged with Boise State office professionals - members and non-members alike. If you have an idea or suggestion on how to accomplish this or about an event or program that you think BSUAOP should offer, please contact any of the executive board members. We want to hear your ideas and opinions.

**Danya Lusk**  
**Membership Coordinator**

**IDAHO  
EDUCATIONAL  
OFFICE  
PROFESSIONAL  
OF THE YEAR**

**LESLIE BLACK**

**ADMINISTRATIVE  
ASSISTANT**

**COLLEGE OF  
HEALTH SCIENCES,  
DEAN'S OFFICE**

**Acceptance  
Speech**

Accepting this award is a great honor for me because I know that it comes from the heart of my esteemed colleagues. I am sure that every one of you in this room tonight deserves to receive this award. Some of you may have received it in past years. I am completely in awe of the collective amount of energy, skills, and positive attitudes in this room.

I am often asked by colleagues why I am involved with BSUAOP or IAEOP and why I go to conferences. It took me awhile to be able to verbalize my answer but I would like to share it with you now:

I like being a support person who can make things happen, or make things more understandable, or make financial figures balance, or help a colleague be successful. That makes me feel successful! I want my supervisors and my colleagues to know that I can be trusted, depended upon, and that I care about our work environment. I want to be a professional. Whatever "hat" I am wearing for the hour, I am a professional. I want my outward actions to reflect my inner thoughts and goals. How better to accomplish this than to be involved in a professional organization.

What professional organization? There are several national organizations for office workers. But why would I look all over the country when there is one in my own back yard; one that can make a difference to me and my colleagues. One that can make a difference to the discipline I value more highly than any other - education.

In 1983, I joined IDEAS (the Idaho Department of Education Association of Secretaries) and, except for a few years of not being employed in an educational environment, I have been a member of a professional organization ever since. In that amount of time I have attended MANY workshops, conferences, and meetings. Here are some things I have learned:

**1)** Countless and never ending workshops and training sessions have taught me about Microsoft, PeopleSoft, P-Card, Blackbaud, and Google software applications. All of this training has taken place on work time with work resources. However, I also use many of them at home for my hobby or for my family documents and records.

**2)** In a *Spirituality of Aging* workshop by Dr. Hartzell Cobbs, I learned that spirituality is not exclusively a part of one's religion. The universal definition of "spirit" is "breath" and it is a part of the human condition. Spirituality blends in with all aspects of life and is very personal. Regardless of one's religious beliefs, every one of us has spirituality and it affects everything we do and say. I find this useful when dealing with differing opinions or thought processes - whether I am at work, at home, or in a social setting. How does your spirituality affect the way you interact with others at work? How does it affect your attitude about life in general?

**3)** In a *Creating Your Legacy* workshop by Cindy Anson, I learned that each one of us leaves a legacy whether intentional or not; and that it is not necessary to have died before your legacy is known to others. A legacy is what people think about when they hear your name or see your face both NOW and in the future. What legacy are you leaving: intentional, or unintentional?

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**IDAHO  
EDUCATIONAL  
OFFICE  
PROFESSIONAL  
OF THE YEAR**

**LESLIE BLACK**

**ADMINISTRATIVE  
ASSISTANT**

**COLLEGE OF  
HEALTH SCIENCES,  
DEAN'S OFFICE**



Awarded at the  
Idaho Association for  
Educational Office  
Professionals  
annual conference  
Fort Hall, Idaho  
April 12, 2013

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**4)** In the *Encouraging Ah Ha Moments* workshop by Nancy Napier, I learned that there is actually a teach-able method to use when trying to “turn on the light bulb”. Sometimes in order to get things accomplished it helps to draw pictures, flip it over (for example turn a disadvantage into an advantage or look at something from the opposite point of view), look for what isn’t there rather than seeing only what is there, or just take a break and either relax or do something else for a while. Talking about or making fun of problems or issues in groups really gets the creative juices going and is often the best way to learn of or invent a solution. How did you solve the last problem you encountered at work?

**5)** Last year in McCall we heard Lyle Nelson, a former Olympian, share his thoughts on how to create a *Passionate Life*. One of the most important points he made was that negative experiences are like rocks. If we carry them around with us in an imaginary backpack all day they begin to get pretty heavy - and we look ridiculous. Drop your “rocks” along the way: negative self-talk, fear, guilt, procrastination, etc. It is human nature to become whatever we think about the most. What are you thinking about?

In addition to workshops and speakers there is opportunity to network with peers who do the same kind of work, and probably have similar life goals, as you do. Where is there a better group of people to:

- understand your spirit,
- contemplate whether or not you are leaving the legacy that you want to leave,
- laugh about problems and create some AH HA moments,
- or encourage your passion for life and your profession?

I hope that my answer demonstrates that there is no such thing as a workshop that is NOT applicable to the work environment. There is NO wasted time spent at an IAEOP or a local association conference or workshop. I never leave a conference or workshop feeling more down and stressed than I did before I arrived. I ALWAYS leave feeling more energized, more appreciated, and most of all more determined to be PROFESSIONAL in all aspects of my life.

Obviously, you all have found your own reasons for attending the conference this year. I hope you will share with others in your work environment how important it is to you and what you gained by attending. I hope you will leave feeling energized and encourage them to come with you next year.

Again, **Thank You** for this honor. I will do my best to live up to the legacy of this award!

## Off the Record: Untold Stories of Women, Science and Technology

March  
BSUAOP Brow Bag

In March, BSUAOP celebrated Women's History Month with a performance of "Off the Record: Untold Stories of Women, Science and Technology."

Women throughout history have made groundbreaking contributions to the advancement of science and technology. Yet many of their stories remain unknown outside of academic circles. "Off the Record: Untold Stories of Women, Science and Technology" is a Boise State University project to bring some of these amazing stories to the stage. This was presented in a series of short monologues, the project presented stories about these women's accomplishments in a dramatic and accessible form, through which the performers educated, enlightened and inspired.

*Continued on pg.9*

## NOMINATIONS & ELECTIONS

Are you an office professional?

Do you love your job?

Do you consider yourself to be a leader – no matter what  
your title says?

Then take your leadership role and your professional development to the next level! Become involved with Boise State University Association of Office Professionals (BSUAOP) and associate with others who do the same things and feel the same about themselves as you do.

Leslie Black will be serving as your BSUAOP President for the 2013-2014 academic year and she **needs a team!** Please send your own name or suggest a colleague who would enjoy being involved in decision making and planning for continued professional education and recognition activities.

### The following positions need to be filled:

- **President-Elect** – A two year commitment. The President-Elect automatically becomes President of AOP in the second year.
- **Vice President** – A one year commitment
- **Secretary** – A one year commitment
- **Treasurer** – A one year commitment
- **Member Representative (4 positions)** – A two year commitment

Want to know more information regarding any of these positions? You can contact myself at 426-1996 or Leslie Black, 426-5776. Serving on the board is fun, takes only a reasonable amount of time, educational, and will connect you to other office professionals who may well become your new best friends!

Sue Antonich  
Nominations & Elections Chair



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The Off the Record team included Carol Sevier, Lecturer/Coordinator in the College of Engineering (presented for Janelle Brown, editor of Explore Magazine); Lynn Lubamersky, Associate Professor in History Dept.; Leslie Madsen-Brooks, Assistant Professor in History Dept.; Pat Pyke, Director of STEM Station; and Heidi Reeder, Associate Professor in Communication Dept.

As one of the attendees stated, *"I thoroughly enjoyed the Women in History Monologues presented at March's AOP Brown Bag Luncheon. Each female in history that was showcased had fascinating stories and great contributions to history that had lasting effects on the world today. I greatly enjoyed the way this information was presented by use of interpretive monologue. It brought to life these women's stories that we may or may not have been told in a history book. I hope to see this feature provided to a broader audience and especially to an audience of young, impressionable girls that hopefully will be moved by the lives of these strong women in history, as I was moved."*  
Danielle DeVoe

## Did you know that BSUAOP has a Printer Cartridge Recycling Program

Be: Green  
Supportive  
Satisfied



Help BSUAOP earn money for scholarships and professional development and help save our ecosystem by recycling inkjet and toner cartridges.

All you have to do is place cartridges back in their original boxes (or in the box that the new cartridge came in) and drop it off at one of these sites:

Drop off sites:



Norco Bldg. Rm 413  
ILC - Rm 315  
Multipurpose Bldg. - 2<sup>nd</sup> floor  
Engineering Bldg. - 1<sup>st</sup> floor  
Housing - Chaffee Hall  
Housing - Clearwater Suites - Summer  
Conference office  
Engineering Research Bldg (ERB) -  
1<sup>st</sup> floor across from room 1139.



BOISE STATE UNIVERSITY

**Holiday Auction Recap  
By Sue Antonich,  
PALS President**

BSUAOP and PALS (Past Association Leaders) annual Holiday Auction/Lunch & Sale was held on November 9th in the Jordan Ballroom. It was a fun event! Thanks to everyone on the committee who helped make it a success, and thanks to our great auctioneers, Richard Klautsch and Andy Giacomazzi, and the merry reindeer: Kenny Wiscombe, Rocky Yoneda, Ed Baker and Scott Staley.

Approximately \$4,000 was raised—10% of which was donated to the Idaho Food Bank Warehouse. Some of the proceeds provide scholarship money to BSUAOP members for classes, workshops, and conferences and training. The remainder provides operating capital for the organization.

Next year's event will be chaired by Rene' Delaney, who will then be the PALS president. Be sure and contact her at 6-5641 if you would like to help!

**Idaho Association of Educational Office  
Professionals Conference**

The 2013 IAEOP Conference was held on April 12 and 13, at the Shoshone Bannock Hotel and Event Center. The facilities were beautiful, the staff extremely friendly and helpful, the food some of the best I've ever had at a conference, and the workshops very educational. There were 46 educational office professionals from McCall to Emmett to Idaho Falls in attendance with 5 new members attending the conference for the first time. One of the first timers is also one of BSUAOP's newest members, Sherepta McLeod. The next time you see or talk to Sherepta, ask her about her first IAEOP experience!

One of the two keynote speakers was Obert Skye, the award-winning author of the bestselling Leven Thumps series as well as Pillage, Choke, Ambush, and Wonkenstein. His books were available for sale complete with author's signature and are enjoyed by children and adults alike. He spoke about the writing process and how we could all be writers if we so desired. The other keynote speaker was Travis Packer, an Idaho native who has traveled to Haiti twice since the earthquake of 2010. He and his teams or about 12 have worked to build sustainable housing for families needing assistance with costs and construction. He demonstrated by example how each one of us can make a difference in not only our own environment but also in the world.

Workshops included topics such as Excel, Publisher, communication, CPR and first aid, time management, Yoga and relaxation techniques you can practice at your desk to bolster your energy level and keep the stress at bay, and paper crafting for enjoyment and self-improvement. Of course, there were business meetings, an award ceremony, and the installation of officers for the 2013-2014 year.

Whew - I'm tired all over again just writing about all of the activities! If you did not attend you missed one of the best professional development opportunities around. Start planning now to attend next year, when the conference will be in Twin Falls, right on the Snake River Canyon, on April 4 and 5, 2014.

**Leslie Black  
President-Elect**

## **BSUAOP 2012-2013**

### **Scholarship Committee Chair Report**

Committee members:  
Jamie Sheppard Chair  
Sue Antonich, Treasurer.

Rene' Delaney had over-riding authority as president of BSUAOP.

E-mail notifications sent out for the following:

Notification of IAEOP and NAEOP conferences, included scholarship application form.

Reminder of deadline for scholarship forms.

Nomination form for BSUAOP Administrator of the Year & Office Professional of the Year

#### **Scholarships Awarded:**

Leslie Black (Not needed Department will pay)

Suzan Raney (IAEOP/ NAEOP)

Administrator of the Year & Office Professional of the Year:

No applications submitted as of 4/29/2013

## **From Jerri Mizrahi – Advisor to BSUAOP**

The theme for the year was focused on “TREASURE THE PAST, CHERISH THE FUTURE, LIVE FOR TODAY...”

I had the wonderful opportunity to be present in the initial kick-off meeting and to observe from the sidelines the work that the board and representatives poured their souls into. I applaud the work that the team has accomplished this year and wish them continued success.

### **I. Treasure the Past**

The group upheld time held traditions and activities that represented their commitment to professionalism and development as well as networking and support, such as the IAEOP conference and the annual holiday auction.

### **II. Cherish the Future**

Taking time to explore what people receive out of their membership and having discussions on how to reach more individuals and build connections has been a priority. Relationship building and reaching out to area representatives to be the voice of others and to increase communications and focusing on the core foundation of AOP:

- ◇ Membership
- ◇ Service
- ◇ Recognition
- ◇ Professional Standards Program
- ◇ Professional Development
- ◇ Information
- ◇ Fellowship

### **III. Live for Today**

Luncheon sessions focusing on real world skills that can make a difference today was part of the planning from overcoming procrastination to learning from the Untold Stories of Women, Science, and Technology answering the question “what can we do right now?”